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| 2420 MAINTENANCE WORK ORDERS | |
| Chapter: Sununu Youth Services Center | Section: Physical Plants and the Environment |
|  | <p>New Hampshire Division for Children, Youth and Families Policy Manual</p> <p>Policy Directive: _____ Approved: _____</p> <p>Effective Date: October 1, 2009</p> <p>Scheduled Review Date: October 1, 2010</p> <p style="text-align: right;">William W. Fenniman, DJJS Director</p> |
| | <p>Related Statute(s): RSA 621, and RSA 621-A</p> <p>Related Admin Rule(s): _____</p> <p>Related Federal Regulation(s): _____</p> |

Staff shall request assistance from the Maintenance and Facilities Department only by the completion and electronic submission of a work order in the MicroMain software.

Purpose

The purpose of this policy is to establish maintenance work orders for the YDC Campus

Policy

- I. MicroMain: Maintenance and Facilities shall utilize MicroMain software for the submission and assignment of work order requests.
- II. Work Requests: Staff shall request assistance from Maintenance and Facilities only through completion and electronic submission of a work order through MicroMain.
 - A. Staff requests made verbally in person, by telephone, or by email will not be assigned by Maintenance.
 - B. Maintenance will not translate a verbal, telephonic, or email message into the required electronic work order in MicroMain.
- III. Work Order Assignments: The Maintenance and Facilities supervisor or designee shall ensure that at the beginning of each shift the Maintenance and Facilities personnel are assigned the appropriate work orders with an expected task completion time. The supervisor shall assign the work orders based on the following priorities:
 - A. Immediate safety problems in the SYSC, Administration Building, and YDC Campus in that order (i.e., hazardous materials, fire alarm/suppression system failure, etc.).
 - B. Immediate Security breaches in the SYSC, Administration Building, and YDC Campus in that order (i.e., repairs to security windows, fencing, etc.).
 - C. Immediate Environmental problems in the SYSC, and Administration Building in that order (i.e., HVAC system failure, lighting problems, etc.).
 - D. Routine repairs.
 - E. Special projects.

F. Projects at the discretion of the Director or designee.